

**Total Responses by All Responders Combined --
Percentages of Responses by Union and Management Responders**

	Question #1						Question #2				Question #3			
	Representative of Bargaining Agent	Representative of Employer	Representing Employer	Bargaining Agent (Union or Association)	Neutral Third Party	Other (Specify)	Location				WERC proceedings involved in over past 12 months			
							Northwest WI	Northeast WI	Southwest WI	Southeast WI	0-3	4-6	7 plus	None
Totals	56	276	22	6	4		80	78	82	113	128	47	42	148
Union %	n/a	n/a	n/a	n/a	n/a		14%	23%	25%	38%	35%	13%	12%	41%
Mgmt %	n/a	n/a	n/a	n/a	n/a		25%	22%	23%	31%	38%	8%	8%	45%

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Question #4						Question #5 Satisfaction of Pre-hearing Interaction with WERC Importance to Person									
How satisfied with WERC proceedings					Reasons for satisfaction or dissatisfaction	Timely effort to Schedule Hearing					Timely issue of notice of hearing				
Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied		Very Important	Important	Somewhat Important	Somewhat not important	Not important	Very Important	Important	Somewhat Important	Somewhat not important	Not important
62	113	27	12	11		77	71	31	7	1	68	68	42	5	2
u28%	47%	13%	8%	4%		50%	40%	8%	2%	0%	38%	36%	23%	0%	2%
27%	51%	12%	5%	5%		38%	38%	20%	4%	1%	36%	38%	22%	4%	1%

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Question #5
Satisfaction of Pre-hearing Interaction with WERC
Importance to Person

Question #5
Satisfaction of Pre-hearing Interaction with WERC
Importance to Person

Accuracy of information					Timeliness of information					Completeness of information					Fair and impartial treatment				
Very Important	Important	Somewhat Important	Somewhat not important	Not important	Very Important	Important	Somewhat Important	Somewhat not important	Not important	Very Important	Important	Somewhat Important	Somewhat not important	Not important	Very Important	Important	Somewhat Important	Somewhat not important	Not important
126	46	3	1	0	92	74	11	0	0	121	54	2	0	0	153	24	1	0	0
67%	29%	2%	2%	0%	42%	47%	11%	0%	0%	64%	36%	0%	0%	0%	85%	15%	0%	0%	0%
73%	25%	2%	0%	0%	55%	40%	5%	0%	0%	70%	29%	2%	0%	0%	86%	13%	1%	0%	0%

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Question #5
Satisfaction of Pre-hearing Interaction with WERC
Importance to Person

Question #5
Satisfaction of Pre-hearing Interaction with WERC
Importance to Person

Accessibility					Responsiveness					Courtesy					Knowledgeable				
Very Important	Important	Somewhat Important	Somewhat not important	Not important	Very Important	Important	Somewhat Important	Somewhat not important	Not important	Very Important	Important	Somewhat Important	Somewhat not important	Not important	Very Important	Important	Somewhat Important	Somewhat not important	Not important
89	83	10	0	0	105	70	7	0	0	100	60	21	1	0	140	40	1	0	0
47%	47%	6%	0%	0%	52%	42%	6%	0%	0%	57%	29%	14%	0%	0%	78%	22%	0%	0%	0%
48%	46%	5%	0%	0%	60%	37%	3%	0%	0%	54%	35%	11%	1%	0%	78%	22%	1%	0%	0%

**Total Responses by All Responders Combined --
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Question #5
Satisfaction of Pre-hearing Interaction with WERC
WERC Performance

Question #5
Satisfaction of Pre-hearing Interaction with WERC
WERC Performance

Timely effort to schedule hearing						Timely issue of notice of hearing						Accuracy of information						Timeliness of information					
Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	N/A	Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	N/A	Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	N/A	Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	N/A
40	81	41	7	2	12	58	77	28	5	2	13	64	85	10	2	3	16	48	85	24	3	3	16
u21%	40%	23%	8%	2%	6%	32%	45%	13%	2%	2%	6%	37%	50%	7%	0%	0%	7%	24%	53%	11%	0%	4%	7%
22%	47%	21%	2%	1%	7%	31%	42%	16%	3%	1%	8%	35%	45%	5%	2%	2%	10%	28%	45%	15%	2%	1%	10%

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Question #5
Satisfaction of Pre-hearing Interaction with WERC
WERC Performance

Question #5
Satisfaction of Pre-hearing Interaction with WERC
WERC Performance

Completeness of information						Fair and impartial treatment						Accessibility						Responsiveness					
Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	N/A	Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	N/A	Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	N/A	Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	N/A
64	82	13	3	2	16	64	67	20	4	7	17	62	72	26	6	0	17	70	71	22	3	0	17
u39%	43%	11%	0%	0%	7%	28%	39%	20%	4%	2%	7%	45%	36%	11%	4%	0%	4%	40%	40%	13%	0%	0%	6%
35%	45%	6%	2%	2%	10%	38%	36%	8%	2%	5%	11%	30%	40%	15%	3%	0%	11%	38%	37%	12%	2%	0%	11%

**Total Responses by All Responders Combined --
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Question #5
Satisfaction of Pre-hearing Interaction with WERC
WERC Performance

Q.#6

Question #7

Courtesy						Knowledgeable						Reasons for satisfaction or dissatisfaction	Number of adjudicative hearings in the last 12 months	Overall Satisfaction with hearing process					Reasons for satisfaction or dissatisfaction
Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	N/A	Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	N/A			Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	
92	57	14	4	0	16	84	65	14	3	0	17				125	16	38	2	
u60%	30%	6%	0%	0%	4%	51%	40%	4%	0%	0%	4%		n/a	36%	48%	4%	8%	4%	
47%	31%	8%	3%	0%	11%	44%	33%	9%	2%	0%	11%		n/a	19%	68%	3%	5%	5%	

**Total Responses by All Responders Combined --
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Question #8
Satisfaction with Hearing Procedural Issues

Question #8
Satisfaction with Hearing Procedural Issues

Procedural Fairness					Opportunity to present your case					Commission personnel attentiveness					Decision issued in a timely fashion				
Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied
34	27	5	1	2	39	26	4	0	0	35	24	7	2	0	11	26	15	12	3
44%	44%	7%	0%	4%	48%	52%	0%	0%	0%	56%	26%	15%	4%	0%	16%	52%	20%	8%	4%
55%	35%	5%	3%	3%	65%	28%	8%	0%	0%	51%	41%	5%	3%	0%	18%	30%	23%	25%	5%

**Total Responses by All Responders Combined --
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Question #8 Satisfaction with Hearing Procedural Issues						Question #9 Satisfaction with Commission's Procedural Issues					Question #9 Satisfaction with Commission's Procedural Issues					Question #9 Satisfaction with Commission's Procedural Issues				
Completeness of decision					Reasons for satisfaction or dissatisfaction	Procedural fairness					Opportunity to present your case					Commission member attentiveness				
Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied		Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied
21	28	9	5	2		56	46	11	3	2	65	40	11	2	1	55	45	15	1	1
u38%	42%	8%	8%	4%		48%	39%	6%	3%	3%	60%	26%	9%	3%	3%	53%	32%	12%	3%	0%
31%	46%	13%	8%	3%		46%	40%	10%	2%	1%	52%	38%	9%	1%	0%	44%	43%	13%	0%	1%

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**Question #9
Satisfaction with Commission's Procedural Issues**

Question #10

Decision issued in a timely fashion					Completeness of decision					Reasons for satisfaction or dissatisfaction	Times Commission's Mediation services were used in past 12 months			
Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied		0-3	4-6	7 plus	None
32	46	25	9	5	45	46	13	9	4		125	22	19	175
u23%	37%	26%	11%	3%	40%	40%	11%	6%	3%		44%	24%	14%	19%
29%	41%	19%	6%	5%	37%	41%	10%	9%	4%		35%	3%	4%	58%

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Question #11
Satisfaction with use of:

Question #11
Satisfaction with use of:

Number of cases used in:			Collective Bargaining Mediation					Grievance Mediation					Prohibited Practice Mediation					Reasons for satisfaction or dissatisfaction
Collective Bargaining Mediation	Grievance Mediation	Prohibited Practice Mediation	Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	
400	201	41	58	68	24	8	11	28	34	14	1	3	11	15	10	2	0	
u71%	21%	9%	38%	42%	10%	2%	8%	25%	42%	29%	0%	4%	19%	44%	25%	13%	0%	
57%	37%	5%	32%	39%	17%	6%	6%	40%	42%	13%	2%	4%	36%	36%	27%	0%	0%	

**Total Responses by All Responders Combined --
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Mediation Services Importance to Person Question #12					Mediation Services Importance to Person Question #12					Mediation Services Importance to Person Question #12				
Availability of services					Timeliness of services					Consistency of services				
Very Important	Important	Somewhat Important	Somewhat not important	Not important	Very Important	Important	Somewhat Important	Somewhat not important	Not important	Very Important	Important	Somewhat Important	Somewhat not important	Not important
95	63	12	2	0	91	60	20	1	0	101	52	13	0	0
u78%	16%	4%	2%	0%	65%	22%	10%	2%	0%	63%	30%	7%	0%	0%
46%	45%	8%	1%	0%	48%	39%	13%	0%	0%	60%	31%	9%	0%	0%

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Mediation Services Importance to Person Question #12					Mediation Services Importance to Person Question #12					Mediation Services Importance to Person Question #12														
Expertise in mediation					Ability to manage difficult situations					Innovativeness/Ingenuity					Accessibility					Responsiveness				
Very Important	Important	Somewhat Important	Somewhat not important	Not important	Very Important	Important	Somewhat Important	Somewhat not important	Not important	Very Important	Important	Somewhat Important	Somewhat not important	Not important	Very Important	Important	Somewhat Important	Somewhat not important	Not important	Very Important	Important	Somewhat Important	Somewhat not important	Not important
133	30	5	0	0	126	40	5	1	0	104	50	12	1	0	89	63	13	2	0	92	62	10	1	0
85%	15%	0%	0%	0%	79%	19%	2%	0%	0%	72%	19%	9%	0%	0%	63%	31%	6%	0%	0%	65%	30%	4%	0%	0%
77%	19%	4%	0%	0%	71%	25%	3%	1%	0%	58%	34%	7%	1%	0%	49%	41%	9%	2%	0%	52%	40%	7%	1%	0%

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Mediation Services Importance to Person Question #12											Mediation Services WERC Performance Question #12									
	Courtesy					Knowledgeable					Availability of services					Timeliness of services				
	Very Important	Important	Somewhat Important	Somewhat not important	Not important	Very Important	Important	Somewhat Important	Somewhat not important	Not important	Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied
Totals	89	54	22	1	0	121	40	4	0	0	54	70	21	8	2	41	59	38	14	3
Union %	58%	25%	17%	0%	0%	83%	15%	2%	0%	0%	45%	28%	15%	10%	3%	30%	28%	28%	13%	3%
Mgmt %	52%	35%	12%	1%	0%	70%	27%	3%	0%	0%	31%	51%	13%	4%	1%	26%	41%	23%	8%	2%

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	Mediation Services WERC Performance Question #12										Mediation Services WERC Performance Question #12									
	Consistency of services					Expertise in mediation					Innovativeness/Ingenuity					Accessibility				
	Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied
Totals	42	60	32	10	3	62	56	24	10	4	43	49	35	12	8	60	61	18	6	1
Union %	34%	37%	24%	5%	0%	48%	33%	13%	8%	0%	33%	33%	23%	8%	5%	46%	41%	7%	5%	0%
Mgmt %	26%	42%	22%	8%	3%	37%	37%	17%	6%	4%	28%	33%	25%	9%	6%	39%	43%	14%	4%	1%

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Mediation Services WERC Performance Question #12											Mediation Services WERC Performance Question #12					Question #13			
	Responsiveness					Courtesy					Knowledgeable					Reasons	Commission's services were useful in resolving cases		
	Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied		Yes	No	Reasons
Totals	65	53	20	8	0	81	46	13	3	3	70	54	13	5	3	n/a	140	35	
Union %	41%	44%	10%	5%	0%	56%	32%	10%	0%	2%	54%	37%	7%	2%	0%	n/a	90%	10%	
Mgmt %	46%	33%	16%	6%	0%	55%	31%	9%	3%	2%	46%	37%	10%	4%	3%	n/a	76%	24%	

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	Question #14			Question #15			Questions #16 and #17										Question #18					
	Other mediation services that could be offered			Specify examples	Mediation services that could be discontinued		specify examples	Grievance Arbitration Awards or Arbitration Settlements in past 2 years										Service of being contacted to set a hearing date from the Commission same as private arbitrator				
	Yes	No			Yes			No	Yes	1	2	3	4	5	6-10	10 plus	No	Slower	Same	Faster	Don't Know	
Totals	14	116	0	1	96	0	141	43	27	12	13	9	18	17	209	16	63	22	39			
Union %	17%	83%	n/a	0%	100%	n/a	72%	21%	16%	12%	9%	5%	14%	23%	28%	14%	58%	12%	16%			
Mgmt %	9%	91%	n/a	1%	99%	n/a	34%	35%	21%	7%	10%	7%	13%	6%	66%	9%	39%	18%	34%			

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	Question #19						Question #20						Question #21			
	Reasonable period between submission of request for grievance arbitration to the Commission and the holding of the hearing						In last 2 years, time between submission of request for grievance arbitration to Commission and holding of hearing						Service in getting an award after closing of record from the Commission same as private arbitrator			
	30 days	60 days	90 days	120 days	150 days	More	30 days	60 days	90 days	120 days	150 days	More	Slower	Same	Faster	Don't Know
Totals	15	79	39	8	1	1	3	30	61	29	6	6	42	47	12	36
Union %	12%	65%	21%	2%	0%	0%	0%	40%	38%	17%	2%	2%	40%	36%	12%	12%
Mgmt %	10%	51%	30%	7%	1%	1%	3%	14%	48%	23%	5%	5%	26%	33%	8%	33%

**Total Responses by all Responders Combined --
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	Question #22						Question #23						Question #24				
	Reasonable period of time between closing of the record and the issuance of an award						How much time elapses between the closing of the record and the issuance of an award by Commission						Satisfaction with timeliness of arbitration services provided by the Commission				
	30 days	60 days	90 days	120 days	150 days	More	30 days	60 days	90 days	120 days	150 days	More	Very Satisfied	Fairly Satisfied	Satisfied	Fairly Dissatisfied	Very Dissatisfied
Totals	40	73	23	5	1	1	6	44	48	25	5	9	16	51	34	28	6
Union %	36%	48%	17%	0%	0%	0%	10%	40%	33%	12%	0%	5%	12%	54%	20%	10%	5%
Mgmt %	25%	53%	16%	4%	1%	1%	2%	29%	37%	19%	5%	8%	12%	32%	27%	25%	4%

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To guarantee an award within thirty days of the hearing, party would:

Question #25				Question #26								
	Like to see Commission offer expedited grievance arbitration services		specify examples	Accept a very brief, expedited award format		Conduct hearings by teleconference		Submit cases on oral arguments		Agree that awards would be non-precedential		
	Yes	No		Yes	No	Yes	No	Yes	No	Yes	No	Other
Totals	211	69	n/a	235	49	139	151	199	76	176	91	12
Union %	95%	5%	n/a	93%	7%	20%	80%	82%	18%	31%	58%	11%
Mgmt %	71%	29%	n/a	80%	20%	55%	45%	70%	30%	71%	26%	3%

**Total Responses by all Responders Combined --
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Importance of following factors with an arbitration,
'1' most important, '7' least important
Question #27

	Promptness of being contacted to set a hearing date							Promptness of date set							Promptness of getting the award after the hearing						
	1	2	3	4	5	6	7	1	2	3	4	5	6	7	1	2	3	4	5	6	7
Totals	61	40	55	28	30	15	18	60	57	63	22	21	16	16	85	60	44	31	22	8	12
Union %	23%	17%	25%	13%	9%	8%	6%	22%	20%	27%	11%	5%	7%	7%	39%	14%	18%	13%	5%	4%	7%
Mgmt %	24%	15%	22%	11%	13%	6%	8%	23%	23%	24%	8%	9%	6%	6%	30%	26%	17%	12%	10%	3%	4%

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Importance of following factors with an arbitration,
'1' most important, '7' least important
Question #27

	Opportunity for mediation during case processing							Quality of the hearing itself							Quality of the written product						
	1	2	3	4	5	6	7	1	2	3	4	5	6	7	1	2	3	4	5	6	7
Totals	54	66	50	28	21	16	15	116	56	44	24	13	8	5	81	72	39	21	10	11	17
Union %	25%	25%	18%	5%	15%	5%	5%	39%	27%	23%	2%	4%	4%	2%	36%	26%	21%	9%	0%	2%	6%
Mgmt %	21%	26%	20%	13%	7%	7%	6%	44%	20%	15%	11%	5%	3%	1%	31%	30%	14%	8%	5%	5%	7%

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	Result in the specific case							Ability to jointly request specific WERC-Employed arbitrator						
	1	2	3	4	5	6	7	1	2	3	4	5	6	7
Totals	105	32	45	18	19	6	16	65	48	38	20	13	17	19
Union %	45%	12%	16%	6%	8%	0%	12%	38%	21%	13%	15%	0%	6%	8%
Mgmt %	44%	13%	20%	8%	8%	3%	5%	28%	22%	18%	7%	8%	8%	9%

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Importance of the following factors,
1' most important, '7' least important
Question #27

	Ability to receive panel of WERC-employed arbitrators							Lack of gratuitous language in the decision							other
	1	2	3	4	5	6	7	1	2	3	4	5	6	7	(Specify)
Totals	40	40	42	36	9	20	20	48	29	43	24	19	12	31	
Union %	25%	23%	25%	14%	2%	2%	9%	26%	10%	17%	17%	10%	7%	14%	
Mgmt %	18%	19%	19%	18%	5%	12%	9%	23%	14%	23%	10%	9%	6%	15%	

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Importance of following factors in deciding to use WERC arbitration
Question #28

	Cost							Reputation of the staff for impartiality							Reputation of the staff for knowledge of labor relations						
	1	2	3	4	5	6	7	1	2	3	4	5	6	7	1	2	3	4	5	6	7
Totals	57	37	42	45	21	18	32	111	63	30	24	12	9	10	112	63	37	17	14	8	6
Union %	18%	18%	26%	16%	6%	2%	14%	46%	25%	8%	8%	6%	4%	4%	46%	25%	12%	6%	6%	4%	2%
Mgmt %	22%	14%	14%	19%	9%	9%	13%	42%	24%	13%	9%	4%	3%	4%	42%	25%	15%	7%	6%	3%	3%

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Importance of following factors in deciding to use WERC arbitration
Question #28

	Overall quality of the service							Contractual requirement to use WERC							Opportunity for mediation at the hearing						
	1	2	3	4	5	6	7	1	2	3	4	5	6	7	1	2	3	4	5	6	7
Totals	105	63	51	15	13	7	6	76	29	33	32	19	16	31	45	62	54	29	24	23	16
Union %	39%	20%	24%	6%	6%	4%	2%	37%	14%	12%	10%	16%	6%	6%	22%	22%	20%	8%	12%	10%	4%
Mgmt %	40%	25%	19%	6%	4%	2%	2%	32%	11%	14%	14%	6%	7%	15%	17%	25%	21%	12%	9%	9%	7%

**Total Responses by all Responders Combined --
Percentages of Responses by Union and Management Responders**

Importance of following factors in deciding to use WERC arbitration
Question #28

	Ability to jointly request specific WERC-employed arbitrator							Ability to receive panel of WERC-employed arbitrators							Other	
	1	2	3	4	5	6	7	1	2	3	4	5	6	7	(Specify)	
Totals	59	49	37	26	15	26	34	41	40	43	33	24	17	30	n/a	Total Responses
Union %	37%	14%	10%	16%	0%	10%	14%	26%	17%	21%	13%	6%	2%	15%	n/a	Union %
Mgmt %	21%	22%	15%	9%	8%	11%	14%	17%	18%	17%	15%	11%	9%	13%	n/a	Mgmt %

Ad Hoc Panel Arbitrators
Question #29

	Does party use ad hoc panel service		If yes, what is the turn-around time experienced in receiving a panel			Satisfied with experience of panel arbitrators		Satisfied with availability of panel arbitrators		Satisfied with the cost of panel arbitrators		Opinion on inclusion of out-of-state arbitrators on grievance panels			
	Yes	No	15 days	30 days	60 days	Yes	No	Yes	No	Yes	No	Good	Do not care	No comment	No
Totals	161	362	81	66	13	161	22	156	32	132	49	46	96	72	131
Union %	32%	68%	57%	36%	7%	73%	27%	88%	13%	73%	27%	17%	17%	26%	40%
Mgmt %	31%	69%	50%	42%	8%	89%	11%	82%	18%	73%	27%	13%	30%	20%	38%

Question #30

Satisfied with change from receptionist to voice mail					Improvements to be made	Continuing to mail paper copies of newsletter is					WERC administrative rules are understandable and easy to use		Used the WERC website	
Very Satisfied	Fairly Satisfied	Satisfied	Fairly Dissatisfied	Very Dissatisfied		Very Important	Important	Somewhat Important	Somewhat not important	Not important	Yes	No	Yes	No
35	88	269	87	37		104	107	227	62	78	400	61	150	447
u10%	31%	44%	13%	2%		11%	24%	45%	4%	16%	78%	22%	29%	71%
7%	15%	53%	17%	8%		19%	18%	38%	12%	13%	88%	12%	25%	75%

Question #30

WERC's decision and award publications are readily and promptly available		Individual documents are easily ordered and promptly delivered once ordered		Subscription sales are promptly and courteously handled		Used WERC decision and grievance award databases on the WisBar website		Private sector decision digests and WASB publications of WERC decisions and tables are timely and useful		Totals
Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	
364	40	319	20	253	10	130	389	306	33	
88%	12%	94%	6%	100%	0%	28%	72%	89%	11%	Union %
91%	9%	94%	6%	96%	4%	25%	75%	90%	10%	Mgmt %